Samsung ITP-5012L Keysets

Your Internet Protocol (IP) Telephone

QUICK REFERENCE GUIDE

SAMSUNG

This **QUICK REFERENCE GUIDE** is designed to familiarize you with the basic operation of your Samsung ITP-5012L telephone.

PLACING CALLS

When making calls, internal or outside calls, in order to access the programmable button screens, press the **SCREEN** button. Then you can utilize either the **SCROLL** button or the **UP/DOWN** arrow (select) buttons on the display.

IMPORTANT: Put your phone in **OVERLAP MODE** by pressing the **MENU** button, select **CONFIG** and then select **DIAL MODE**, change it to **OVERLAP**. If your phone is not in OVERLAP mode you must always press the SEND button after dialing the digits to send the call.

OUTSIDE CALLS - To place a call to an outside party:

- Lift the handset.
- Press an idle outside line button, line group button or dial a line access code to receive dial tone.
- Dial the telephone number.
- Replace the handset or press the **END** button when the call is completed.

NOTE: If outside telephone numbers you call frequently have been programmed as a system speed dial keys simply lift the handset and press the appropriate key to call these numbers. You can also add telephone numbers you call frequently to the PhoneBook.

INTERNAL CALLS - To place a call to another extension at your location:

- Lift the handset.
- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking after the tone.
- Replace the handset or press the **END** button when the call is completed.

SPEAKERPHONE CALLS - Your Samsung ITP-5012L has full speakerphone capability. This feature may be used for both internal or external calls. To activate this feature:

- Press the **SPEAKER** button.
- Place an internal or external call.
- Press **SPEAKER** button to disconnect the call.

NOTE: The handset may be used at any time during the conversation. To resume handsfree operation press the **SPEAKER** button and replace the handset.

ANSWERING CALLS

OUTSIDE CALLS - To answer incoming calls :

- Lift the handset or press the **SEND** button to answer on **SPEAKERPHONE** and you are automatically connected to the ringing call.
- Replace the handset or press the **END** button when the call is completed.

INTERNAL CALLS/VOICE ANNOUNCE CALLS - To answer when another extension calls your telephone:

- Lift the handset or press the **SEND** button to answer on **SPEAKERPHONE**.
- Replace the handset or press the **END** button when the call is completed.

NOTE: The volume can be adjusted at any time by pressing the up and down arrow keys on your navigation button.

PLACING A CALL ON HOLD

Calls may be placed on **System Hold** or **Exclusive Hold**. Calls placed on Exclusive Hold may only be picked up from the extension that placed them on hold. A call placed on System Hold may be picked up at any extension.

SYSTEM HOLD - To place a call on hold:

- Press the **HOLD** button. The call will flash green at your telephone.
- To take the caller off hold, press that button and the green flashing light will go steady green again.
- Resume conversation.

EXCLUSIVE HOLD - To place a call on hold at your telephone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash green at your telephone.
- To retrieve the call, press the flashing green line button or press the **HOLD** button a third time.

NOTE: Internal calls will always be placed on exclusive hold.

TRANSFERRING CALLS

You can transfer a call by informing the other extension who is calling or without notification.

- While on a call, press the **TRANSFER** button then dial an extension number.
- Confirm you hear a ringback tone.
- Wait for the called party to answer and announce the call (optional).
- Replace the handset.

TRANSFERRING WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no button available to receive another call. Press **TRANSFER** to return to the outside caller.

CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- Your keyset will ring and the call that is waiting for you will flash.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button or finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **SEND** or **ANS/RLS** button to answer.

NOTE: Intercom calls will not go on Automatic Hold.

CONFERENCE CALLS

To make a conference call, while engaged in a conversation:

- Press the **CONFERENCE** button and receive conference tone.
- Make another call, either intercom or outside, press the **CONFERENCE** button and receive conference tone.
- Make another call or press the **CONFERENCE** button to join all parties. You may conference up to five parties (you and four others).
- Repeat the last step until all parties are added.
- To leave the conference, hang up.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONFERENCE** button again to return to the previous conversation.

FORWARDING CALLS

You may forward your calls to another station, group of stations or an external telephone number. Program a destination for the type of forwarding you want as detailed below. If you have **FWD ALL**, **FWD BUSY** and **FWD NO ANSWER** keys, press one to turn on that feature. A steady red light reminds you what forward condition is activated.

You can clear all call forward conditions set at your station by lifting the handset and dialing **600**.

FORWARD ALL CALLS

To forward all your calls under any condition to another station:

- Dial **601** plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD BUSY

To forward calls to another station when you are on the phone:

- Dial **602** plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD NO ANSWER

To forward calls to another station when you do not answer:

- Dial **603** plus the extension or group number.
- Receive a confirmation tone and hang up.

FORWARD BUSY/NO ANSWER

If you have both a Forward On Busy destination and a Forward No Answer destination programmed, you may set both of these at the same time:

- Dial **604**.
- Receive a confirmation tone and hang up.

OTHER FEATURES AND FUNCTIONS

SPEAKER/HANDSET VOLUME - Press the up (▲) or down (▼) arrow buttons during a conversation to raise or lower volume.

RINGER VOLUME - Press the up (▲) or down (▼) arrow buttons to adjust the ringer volume while the telephone is ringing.

LAST NUMBER REDIAL - To redial the last telephone number you dialed, press the **REDIAL** button.

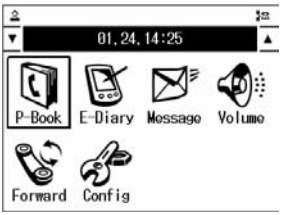
SCREEN BUTTON - This button allows you to choose your keyset's idle screen display. The default is a **CALENDAR**.

NAVIGATION BUTTON -

The **NAVIGATION** button is divided into separate feature buttons:

- **MENU BUTTON:** This button displays the following options:

1. **P-BOOK:** Allows you to add frequently dialed numbers to a PhoneBook. You can search and initiate speed dial calls by: Speed Dial, Associated Names, Telephone Numbers, Assigned Groups or Previous Calls registered to your phone.



   To add a **NEW NUMBER** to your PhoneBook:

   - Press the **MENU** button, scroll to **P-BOOK**, press **ENTER**, and dial option **4**.
   - Using the dial keypad add the **NAME**, **HOME**, **MOBILE**, and **OFFICE** number.
   - Press **ENTER** to save your entry.

2. **E-DIARY:** Allows you to set-up the following features: Wake-Up Calls, Alarms, Daily Planner, Memo Pad, Calculator, World-Time, D-Day Plus, and Unit Convert.

   To set-up an **ALARM**:

   - Press the **MENU** button, scroll to **E-DIARY**, press **ENTER**, and dial **2**.
   - Choose the desired **ALARM NUMBER (1/2)**, and press **ENTER**.
   - Enter the **TIME** via the dial pad in 24-hour format.
   - Set **RING TONE** via the direction button. Each tone is heard.
   - Set **REPEAT DURATION** via the direction button and press **ENTER** when finished.

3. **MESSAGE:** Allows you to view received text message information, store and view text messages sent from your station, and create and store messages for future delivery.

   To write a **MESSAGE**:

   - Press the **MENU** button, scroll to **MESSAGE**, press **ENTER**, and dial **2**.
   - Dial option **1**, **WRITE MESSAGE**, dial 1 again to choose **WRITE NEW MESSAGE**.
   - Enter the **RECIPIENT** and **CONTENTS** using the dial pad and press **ENTER** to send the message.

4. **VOLUME:** Allows you to set volume levels of various functions of the telephone. Scroll left/right to select desired option setting. When setting Ring Type and Ringer Volume, each tone level will be heard as you scroll through them.

5. **FORWARD:** Allows you to receive phone calls at a different station. Program a destination for the type of forwarding you want: Forward Always, Busy, No Answer, Busy No Answer, Do Not Disturb and Follow Me.

   - Press the **MENU** button, scroll to the **FORWARD** icon, and press **ENTER**.
   - Scroll to the desired **FORWARD OPTION**. Press the **MENU** button.
   - Select **EDIT**, enter the **STATION NUMBER TO FORWARD TO** and press **ENTER**.

6. **CONFIG:** Allows you to set-up the following features for your telephone: Password, Lock, Answering Mode, Boss Answering, Language, Caller ID Display, Absent Message, Internal Call, Dial Mode, and Station On/Off.

7. **MY-PHONE:** Allows you to personalize your telephone. You can set-up the following features: Select Background, My Name, Network Information, Status Information, Enblock Timeout, News Color, Privacy Option, Configuration Reset, and Version Information.

   To assign your **NAME** to your phone:

   - Press the **MENU** button, scroll to **MY-PHONE**, press **ENTER**, and dial option **2**.
   - Enter your **NAME** using the dial pad, press the **MENU** button to change from upper to lower case and press **ENTER** to save your entry.

- **SEND BUTTON:** This button is used when reviewing recently received or called numbers and answering incoming calls.
- **END BUTTON:** This button is used to disconnect a call after a conversation or to return to the main menu.
- **CANCEL BUTTON:** This button is used to return to the main menu.

Feature Access Codes

Line Groups

9 Local/LCR

_____
_____
_____

Station Groups

501 _____
502 _____
503 _____
504 _____

Paging Zones - Dial 55 plus

0 _____
1 _____
2 _____
3 _____
4 _____
5 _____
6 _____
7 _____
8 _____
9 All External Zones
* All Page

Programmed Messages

01 _____
02 _____
03 _____
04 _____
05 _____
06 _____
07 _____
08 _____
09 _____
10 _____
11 _____
12 _____
13 _____
14 _____
15 _____
16 _____
17 _____
18 _____
19 _____
20 _____

Feature Access Codes

0	Operator
10 + xxx	Pick Up A Parked Call
12 + xxx	Pick Up A Held Call
13	Door Lock Release
16 + xxx	Speed Dialing
17	Save And Redial Number
18	New Call (Recall)
19	Last Number Redial
400	Cancel Do Not Disturb
401	Set Do Not Disturb
42 + xxx	Cancel Message You Left
43	Return Message
44	Callback
45	Busy Station Camp-On
46	Conference
47	Account Code
48 + xx	Cancel Programmed MSG
49	Send Flash To C.O. or PBX
53 + xxx + 1	In Group
53 + xxx + 0	Out of Group
56	Meet Me Answer
600	Cancel All Call Forward
601 + xxx	Set Forward All Calls
602 + xxx	Set Forward Busy
603 + xxx	Set Forward No Answer
604 + xxx	Set Fwd Busy/No Answer
605 + xxx	Set Forward on DND
606 + xxx	Set Forward Follow Me
65 + xxx	Pick Up Ringing Extension
66 + xx	Pick Up Group
67	Universal Answer
*	Authorization Code

NOTE: Some features may not be available on your system software version or some access codes may have changed to meet your company's application. In either case consult with your System Administrator.

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everyone's invited™